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BUREAU OF THE FISCAL SERVICE

OTCnet Connection Guide for Card Processing

Verifone MX925 Point-of-Sale (POS) Terminal

January 2020

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INTRODUCTION

Overview

In its latest commitment to improving the government's financial management system, The Bureau of the Fiscal Service (Fiscal Service) Over-the-Counter Division now offers an Integrated Solution for Card Processing (Card Processing) within OTCnet to agencies who want to collect credit and debit card payments as part of their collections portfolios. The OTCnet Integrated Solution is a credit, debit, and Visa/Mastercard gift card payment method that incorporates the current Card Acquiring Service (CAS) process. With the addition of the Integrated Solution, OTCnet will be the only one-stop-shop payment option for agencies over-the-counter collections needs, seamlessly offering Cash, Check, and Card processing without needing to access multiple applications.

To process in-person card payments, Fiscal Service will support one terminal, the Verifone MX925 (MX925). The MX925 is on the forefront of card transaction technology, offering customers the ability to swipe, insert, or tap their card to make a payment. Bringing this technology to agencies will enable users to process a customer's payment securely and quickly, minimizing lines at the counter and wait time in agency locations.

About the Guide

Fiscal Service has designed the following connection guide to help you and your agency complete equipment set-up of the MX925, enabling it to process debit and credit card transactions. Specifically, the connection guide provides step-by-step instruction on how to assemble, power up, and connect the MX925 to OTCnet, see **Figure 1** below.

Figure 1. Verifone MX925 Terminal

PROVIDED EQUIPMENT

Each participating agency will receive the following equipment once purchased to set-up card processing with the Verifone MX925 terminal. Refer to **Table 1** below.

Table 1. Key Equipment for Verifone MX925 Terminal

Key Equipment for the Verifone MX925 Terminal		
Type	**Name**	**Key Functionalities**
Card Processing Terminal	Verifone MX925 Terminal 	Enables card processing activities
Stylus	Stylus 	Handhelld tool used to input demands on the Verifone terminal screen by touch, such as selecting buttons and providing a signature.
I/O (Input/Output) Module	Verifone MX925 I/O Input/Output Block Module 	Powers the Verifone MX925 terminal and provides connnectivity to your OTCnet workstation.
Power Cord	Verifone MX925 Terminal Power Cord 	Provides electrical power connectivity for the Verifone MX925 terminal.

Key Equipment for the Verifone MX925 Terminal		
Type	**Name**	**Key Functionalities**
Ethernet USB Host and Purple Multiport Ethernet Cable	Verifone MX925 Terminal Ethernet to USB Cable 	The Purple Cable is used to connect the Verifone MX925 terminal to Ethernet host types and/or RS485 host types. It can also be used to: • Attach an audio line-output device (such as headphones/speakers), • Attach a USB device via RJ45 non-standard USB connection (such as a thumb drive for loading applications, images, custom files to the terminal), • Attach up to two extra Ethernet devices (ETHER Port 2 and 3) via the additional RJ45 Ethernet ports, and up to 2 serial devices via the two RJ45 com ports located on the back side of the block connector.

ASSEMBLY AND SET-UP

To successfully connect and assemble all equipment, complete the following key steps to set-up the Verifone MX925 terminal.

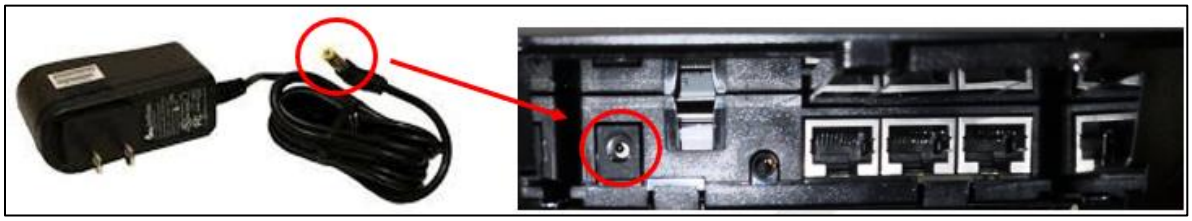
1. Unpack the contents of the Verifone package.
2. Place the Verifone MX925 terminal on a hard, flat surface.

Connecting the Power Adapter to the Verifone MX925 Terminal

The Verifone MX925 terminal will serve as the interface for Card Processing, enabling Card Operators to process customers' credit and debit card payments in OTCnet. The steps for connecting the power adapter to the Verifone MX925 terminal are listed and shown below:

1. Unpack the power cord from the package and the I/O (input/output) block module from the package.
2. Insert the yellow-tipped side of the power adapter into the rear of the I/O (input/out) block module. See **Figure 2**.

Figure 2. Plug Power Adapter into the I/O Block



3. Plug the other end of the power adapter into a standard wall outlet or surge protector. A grounded wall outlet is not required.

Connecting the Verifone MX925 Terminal to the Internet

The MX925 terminal requires an internet connection in order to process credit and debit card transactions[1]. The OTCnet Team recommends using a wired connection; the connection steps are outlined below:

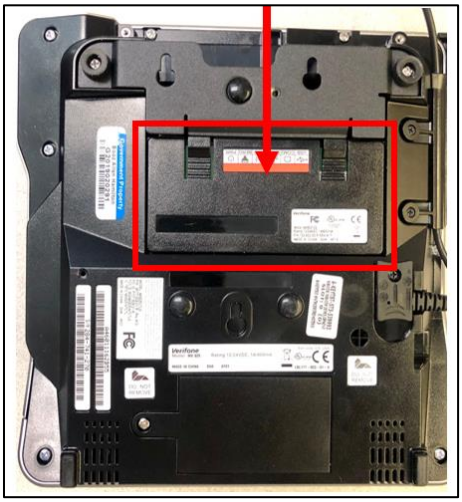
1. Connect a category 5 (CAT5) or greater to the leftmost ethernet port on the backplate of the I/O (input/output) block within the MX925 terminal. See **Figure 3** below:

Figure 3. Ethernet Port Connection

2. Plug the other end of the ethernet cord into an ethernet wall jack or internet router.
   NOTE: If connecting to an internet router, ensure the cable is connected into the WAN port.
3. If the I/O block is not already inserted, insert the I/O (input/output) block into the back of the Verifone MX925 terminal. See **Figure 4** below.

Figure 4. Insert the I/O (input/output) Block into the Back of the Verifone MX925 Terminal

[1] We recommend contacting your agency Network Administrator and/or IT Administration to ensure your network settings are enabled to allow network connection to the MX925 terminal.



NOTE: Please allow for approximately five minutes for the Verifone MX925 terminal to boot up before proceeding to the next steps.

After establishing an internet connection, it is time to configure the terminal.

Configuring the Verifone MX925 Terminal

Once your Verifone MX925 terminal is powered up and connected, you will be prompted to complete the following steps before you are able to process transactions.

1. Request Verifone push the SCA (*Strong Customer Authentication*) Configuration file to the Verifone MX925 terminal. Please allow a few moments for this to download and process.

NOTE: The Merchant Identification Number (MID) and Terminal Identification ID (TID) need to be setup in CAS/Worldpay prior to sending this request to Verifone.

2. Complete on-screen set-up steps of the Verifone MX925 terminal:
    a. Enter your **Merchant Identification Number (MID)** provided by Verifone to your agency's point of contact via email. When prompted, re-enter the MID.
    b. Enter your **Terminal Identification ID (TID)** provided by Verifone to your agency's point of contact via email.
    c. Enter your **LANEID** (same code as the TID).

NOTE: If your agency **already has** the Verifone MX925 terminal, you will need to:

1. Request a terminal reset from Verifone.
2. Submit a new CAS application by visiting the CAS webpage on the Fiscal Service website. Once your CAS application has been approved with a new **Merchant Identification Number (MID)**, you may continue with the steps below:

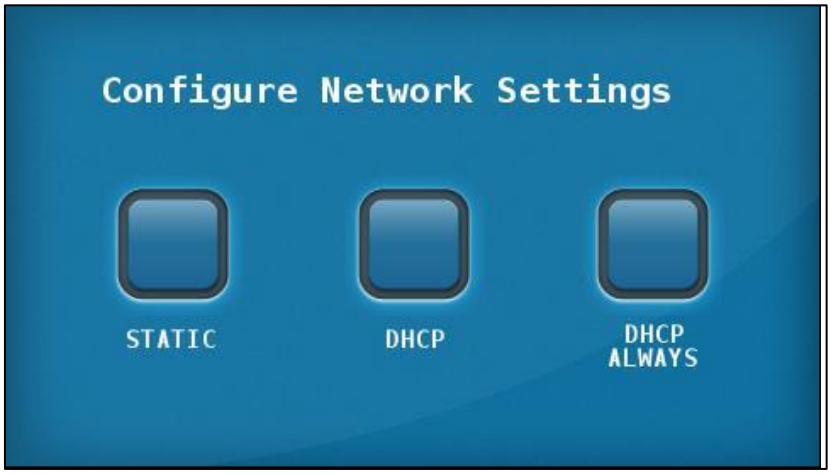
Terminal Initialization

NOTE: You will need to work with your Network Administrator for the following steps. Please review before setup and obtain the required information.

1. Once your Verifone terminal has booted up, the **Configure Network Settings** screen will appear.

   A. The terminal will prompt to choose from **DHCP**, **DHCP Always**, and **Static**. Agencies are strongly recommended to select **Static** for security purposes**.** See **Figure 5** below. **NOTE:** If your agency chooses to configure with DHCP, please skip steps B – F.

Figure 5. Configure Network Settings screen



   B. Enter your IP address in the **Enter IP Address** text box, click enter on the pin pad. See **Figure 6** below.

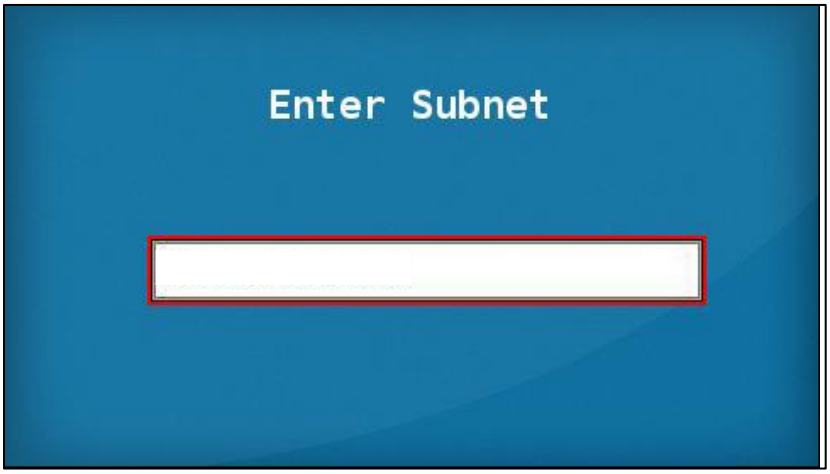
Figure 6. Enter IP Address screen

C. Enter your subnet number in the **Enter Subnet** text box (provided by your Network Administrator), click enter on the pin pad. See **.**

D.

E. Figure 7**.**

Figure 7. Enter Subnet screen



F. Enter the Gateway number (provided by your Network Administrator) in the **Enter Gateway** text box, click enter on the pin pad. See **Figure 8** below.

Figure 8. Enter Gateway screen

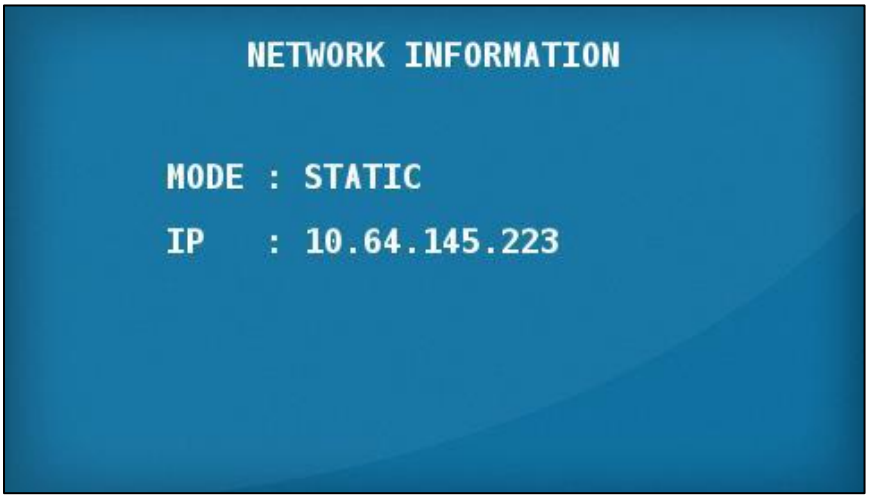
G. Enter the DNS 1 code (provided by your Network Adminstrator) in the **Enter DNS 1** text box, click enter on the pin pad, see **Figure 9** below.

Figure 9. Enter DNS 1 screen

H. Next, the application will prompt for the DNS 2 code. Enter the DNS 2 code (provided by your Network Administrator) in the ENTER DNS 2 text box, click enter on the pin pad. This may take a few minutes to process.

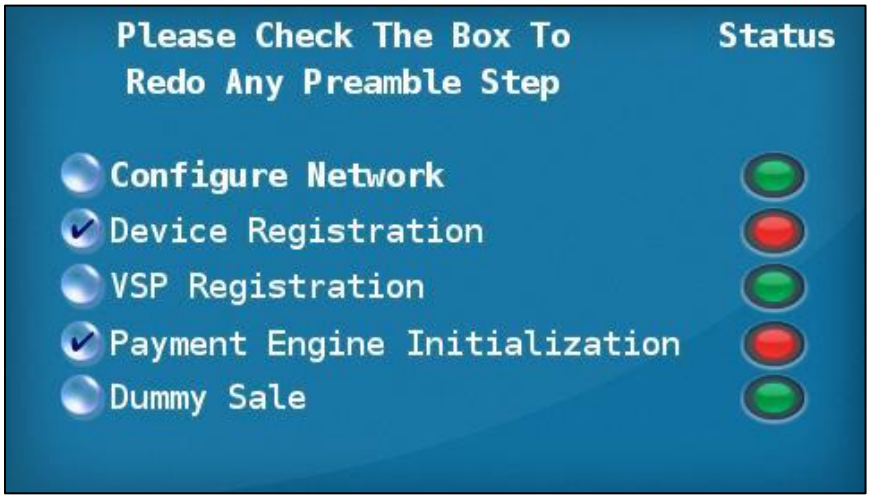
I. Following these steps, the terminal will present the **Network Information** screen which will only appear for approximately 5 seconds. It is important to make note of this IP address which will be referenced later in the set-up process. See **Figure 10** below.

Figure 10. Network Information screen



J. Next, the terminal will present the **Please Check the Box to Redo and Preamble Step**. No action will need to be taken and the screen will disappear after a few seconds. See **Figure 11**.

Figure 11. Please Check the Box to Redo and Preamble screen



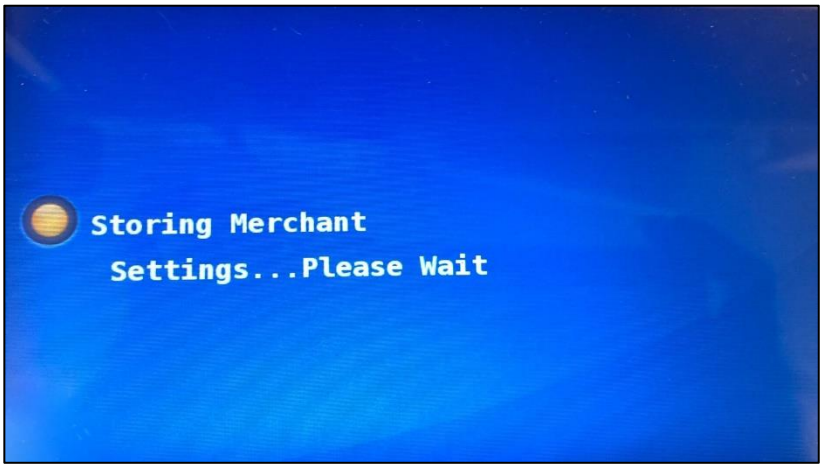
NOTE: The **MID** and **TID** will be assigned after submission of the Card Acquiring Service (CAS) Application (CASA). This step is completed as part of the Onboarding Guide.

1. Enter **the Merchant Identification Number (MID), Terminal Identification Number (TID), and LANEID:**
   A. First, the terminal will display the **Enter MID** screen. Enter the MID and press the green button, see **Figure 12** below. The **MID** is unique to your agency location and will be an eight-digit code.

Figure 12. Enter MID screen

   B. The terminal will then automatically begin **Storing Merchant Settings**. See **Figure 13** below.

Figure 13. Storing Merchant Settings screen



C. Re-enter the MID in the **Re-Enter MID** text box then press the green button. See **Figure 14** below.

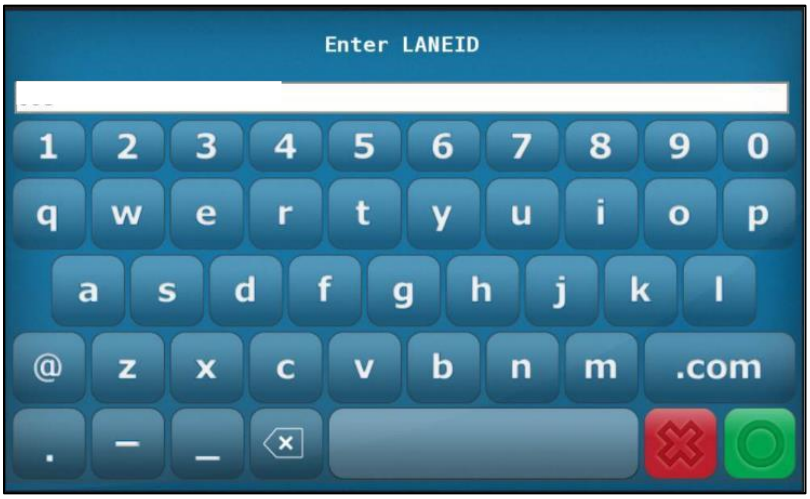
Figure 14. Re-Enter MID screen

D. Enter the TID in the **Enter Terminal ID (TID)** text box, then press the green button. The **TID** is a unique ID for the terminal within your agency location. See **Figure 15** below.

Figure 15. Enter Terminal ID (TID) screen

E. Enter the LANEID in the **Enter the LANEID** text box, then press the green button. This code is the same as the TID. See **Figure 16** below.

Figure 16. Enter the LANEID screen



F. The terminal automatically stores the merchant settings, see **Figure 17**, and configuration network, see **Figure 18** below.

Figure 17. Storing Merchant Settings screen

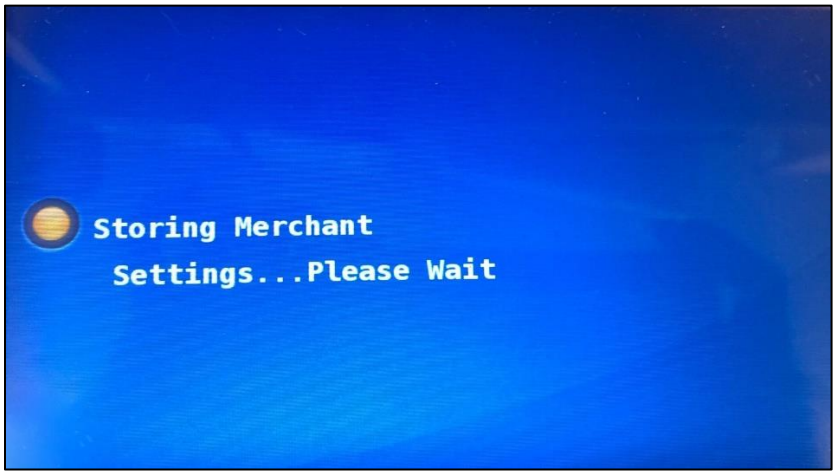
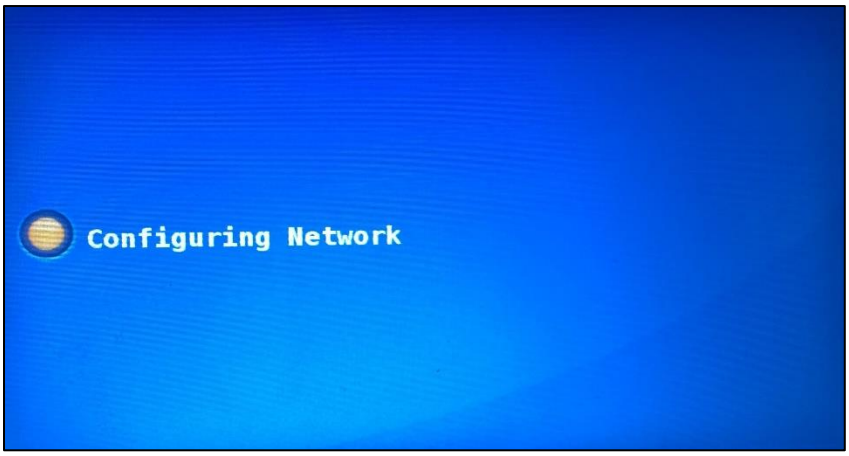
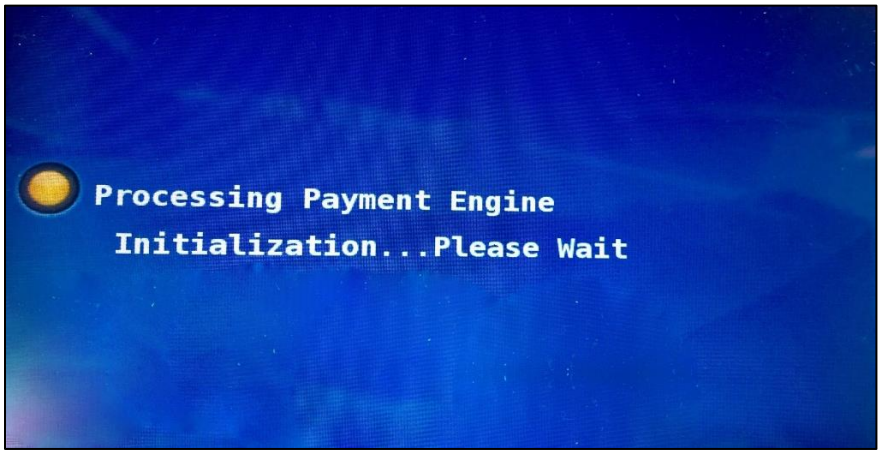


Figure 18. Configuring Network Settings screen



G. The terminal then automatically begins **Processing Payment Engine Initialization.** See **Figure 19** below.

Figure 19. Processing Payment Engine Initialization screen



H. If this is the initial setup, the **Prompt for Dummy Sale** screen will display, see **Figure 20** below. This step confirms the device is functioning correctly and is connected to the PAYware Connect Gateway (PWC) and VeriShield Protect (VSP) servers.
    i. Press **CONTINUE** to prompt for card swipe. Upon successful card swipe, Point will process a sale transaction with PWC. On successful sale, Point will then request PWC to void the dummy transaction

Figure 20. Prompt for Dummy Sale screen

I. If the test transaction is unsuccessful, the terminal will display the **Retry Prompt** screen see **Figure 21** below. Press **YES** to try again, or **NO** to retry from the **Configure Network Settings** screen. See **Figure 5** above.

Figure 21. Retry Prompt screen

2. **On the MX925 terminal**: Enter a transaction amount. When the screen below is displayed, see **Figure 22** below. You are ready for a card transaction.

Figure 22. Transaction Amount screen

3. Swipe any test card to complete the initialization transaction. After swiping, the System and Network Information screen and the three screens below will appear in sequence, see **Figure 23**, **Figure 24**, **Figure 25**, and **Figure 26** below.

Figure 23. System and Network Information screen

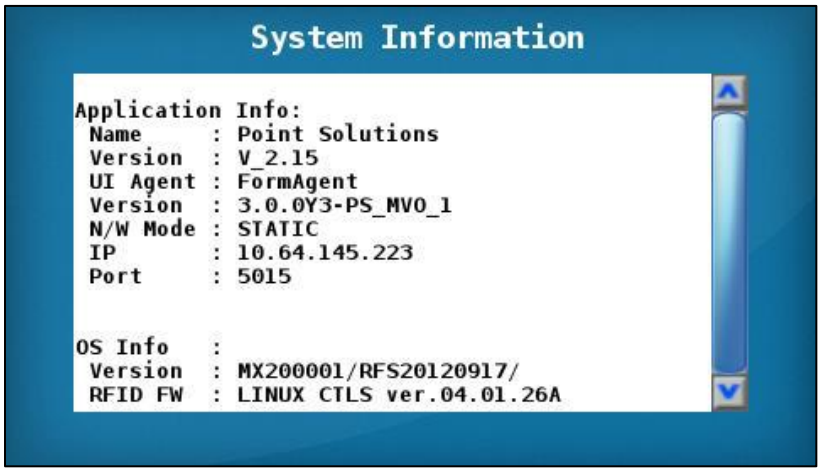


Figure 24. Welcome screen

Figure 25. Thank You screen

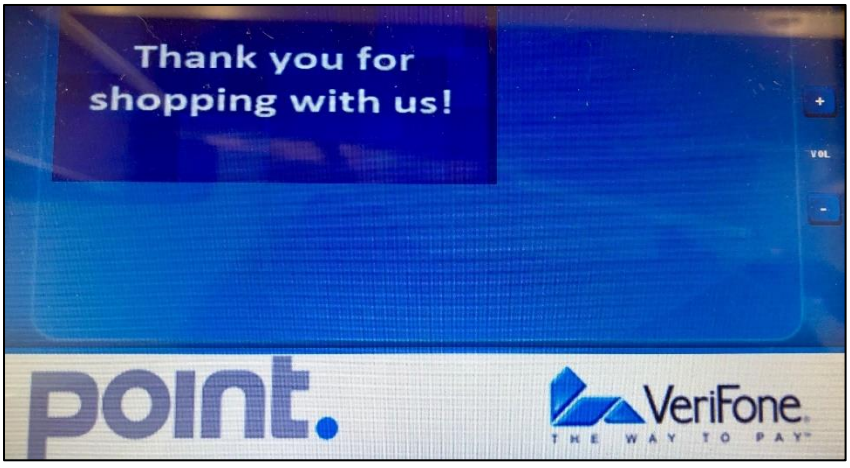


Figure 26. Have a Nice Day screen

Registering the Verifone MX925 Terminal to OTCnet

NOTE: The latest OLB, version 2.0, must be installed in the workstation for Card Processing to function. Please ensure your agency Card Processing workstations have OLB version 2.0 installed. For instructions, please visit https://www.fiscal.treasury.gov/otcnet/local-bridge-information-resources.html.

1. **On the OTCnet application**: Login as a Card Administrator and select **Administration –** Manage **Card Processing Terminal Configuration – Modify**. After following these steps, you will be prompted to **Enter Card Terminal IP Address**. See **Figure 27** below.

Figure 27. OTCnet Enter Card Terminal IP Address screen

2. Enter the Card Terminal IP, this is the same IP address from the Network Configuration screen, click **Register.** OTCnet will then display **Getting Pairing PIN.** See **Figure 28**.

Figure 28. OTCnet Getting Pairing PIN screen

3. OTCnet will then generate the pairing PIN as shown in **Figure 29** below.

Figure 29. Pairing PIN screen

4. **On the Verifone MX925 terminal**: Enter the 8-digit pairing PIN provided by the OTCnet Application. See **Figure 30** below.

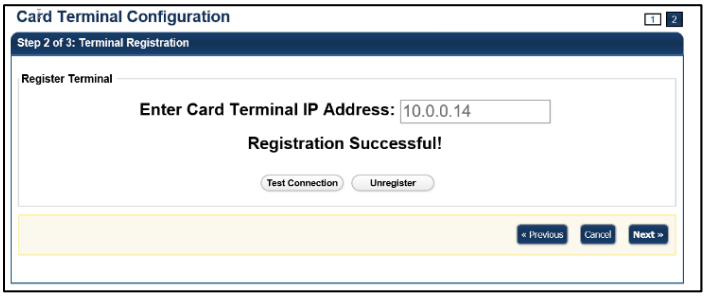
Figure 30. Enter 8 Digit POS Pairing PIN screen

5. **On the OTCnet application**: OTCnet will display the **Comparing Merchant IDs.** See **Figure 31** below.

Figure 31. Comparing Merchant ID screen

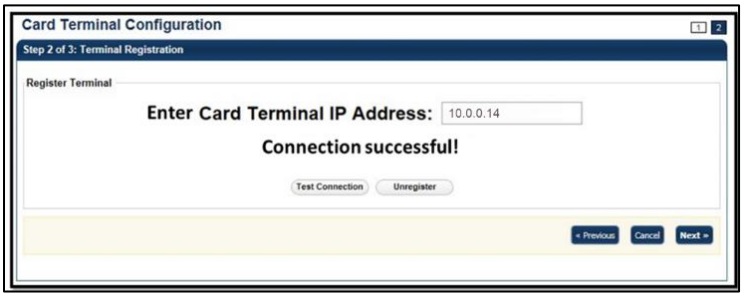
6. The OTCnet application displays the **Registration Successful!** Message. See **Figure 32** below.

Figure 32. Registration Successful screen



7. The OTCnet application then displays the **Connection Successful!** Message. See **Figure 33** below.

Figure 33. Connection Successful screen



8. **On the Verifone MX925 terminal:** The **Welcome**, **Have a nice day**, **and Thank you for shopping with us** screens will display as shown in
9. **Figure 24**-**Figure 26**.

The Verifone MX925 terminal is now registered successfully and may be used to process payments through OTCnet!

User Roles

With the addition of the Integrated Solution for Card Processing to OTCnet, your agency must assign a Card Administrator and a Card Operator role to operate card processing features.

The **Card Administrator** has the ability to:

- Manage endpoints for card processing
- Set-up and view terminal configuration
- View, modify, delete, and create card processing User Defined Fields (UDFs)
- Access to OTCnet user and hierarchy information
- Download OTCnet Local Bridge (OLB)
- Create and import OTCnet Local Bridge (OLB) credentials.

The **Card Operator** has the ability to:

- Process card payments and refunds
- Print receipts
- Query and void transactions
- Reboot and check terminal connection status
- Create and import OTCnet Local Bridge (OLB) credentials.

For more information on user roles and to access other related card processing training materials, please visit https://www.fiscal.treasury.gov/otcnet/training.html for further details.

ADDITIONAL SUPPORT

Please contact OTCnet Customer Service for 24/7 support at 1-866-945-7920 option 4 or FiscalService.OTCDeployment@citi.com for questions about card processing or the Verifone MX925 terminal.